

# U.S. ARMY CONTRACTING AGENCY

## QUARTERLY NEWSLETTER

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### *A Message From the Director*

The summer months are a hectic time for Army Contracting Agency offices around the globe. During this period, much of our key military leadership rotates to new assignments, customers receive their final funding allocations, and the pressure to award contracts becomes foremost in all of our minds.

First, I would be remiss if I did not address the contributions of some of our leaders who rotate out of key leadership positions within the organization. My best wishes to Lieutenant Colonel Tony Nicolella who recently completed three amazingly successful years in command at the National Training Center. I had the honor of attending his retirement ceremony and wishing Tony and his lovely family well in their new life. I look forward to welcoming Lieutenant Colonel Fred Putoff in August when he accepts command at Fort Irwin, California.

Lieutenant Colonel John Hess recently completed two highly successful years as the Commander, Kuwait Acquisition Command. John and I spoke at length about his command's accomplishments at the ACA Conference in Orlando. In 2004, The Kuwait Acquisition Command was the 17<sup>TH</sup> largest contracting organization within the Army. In 2005, his organization has surpassed that accomplishment ranking 14<sup>TH</sup> year to date. Lieutenant Colonel Hess departs the Army Contracting Agency to rejoin his family and attend the Industrial College of the Armed Forces. I had the pleasure of meeting his replacement, Lieutenant Colonel Dave Pershing immediately prior to his departure for Kuwait.

Additionally, I would like to express my thanks for the superb performance of duty by Mr. Brian Foulkes who is the departing Director of Contracting, Fort Carson, Colorado. Mr. Foulkes was selected to become the Deputy Commander, United States Army Contracting Command Europe. We are pleased to keep this talented leader within the Army Contracting Agency family. Congratulations and best wishes in this new and critical assignment.

There is no final decision regarding any proposed transfer of the Army Contracting Agency. The Under Secretary held a meeting on 14 July 2005 with AMC, ASAALT, and customer representatives. No decision was made as of 17 July 2005. I believe that the Under Secretary of the Army will forward his recommendations to the Secretary by the end of July, 2005.

I ask all Army Contracting Agency regions and DOCs to continue your focus on mission support tasks and enhance your recruiting efforts within this final quarter. Across the agency, we must significantly reduce the number of unfilled positions during the fourth quarter, FY2005. This year, the Army Contracting Agency narrowly averted a significant personnel cut from the Army Budget Office. We will lose many unfilled positions next year if this situation persists.

I realize the impact large new work initiatives has upon each of your organizations. Without new resources, the Army Contracting Agency cannot continue to do more work with less personnel. Consequently, I am releasing guidance to the field on the acceptance of new missions such as A76, Utilities Privatization requirements, LOGCAP to sustainment, and acceptance of work previously performed via the Army G-3 tasking system. The agency will aggressively pursue reimbursable funding positions before acceptance of these missions. I am discussing workload requirements at the Department of the Army, MACOM, and installation level. Please consult your regional PARC for specific guidance in this area.

I wish all of you well as we complete another demanding year in support of our Army and look forward to seeing each of you around the Army Contracting Agency.



*"Supporting Soldiers through Contracting"*

## Deputy Director's Message



### It is the Small Things that Matter

By Melissa Rider  
Deputy Director

Close your eyes for a minute and think about what it would be like if you could have the perfect day at the office. Consider those experiences you have had that were significant emotional events in your professional life. You felt loved and respected. You would felt listened to. You felt part of an organization that was doing something worthwhile. Your efforts were toward the greater good of our Nation.

one else can solve or even notice. This is why you do what you do. Mr. Morris calls this acts of loving creativity (an business, after all is the art of creating, maintaining, and refining structures of relationships and organizations).

**Goodness:** This is where the ethics (moral goodness) comes in. Morality is about ultimately living as well as human beings are capable of living. If we treat each other as we wish we would be treated under similar circumstances, the result will be spiritually healthy people in socially harmonious relationships. This contributes significantly to the wholeness, stability, and strength of our organization. It allows us to make better decisions because we can imagine the range of consequences of various courses of actions (by thinking of what it would look like from the eyes of others) and can then pick the solution that maximizes the benefits to all.

**Unity:** Human beings need uniqueness and union. We want to be recognized as individuals, yet we also want to belong to something greater than ourselves. That is why we join groups—to become like something we admire and to seek understanding by those likely to notice our better qualities. This can be helpful in the workplace because by understanding each person's uniqueness, we can understand how to leverage distinctive talents for collaboration, sharing, growth, and expanded viewpoints.

**What is stopping you from feeling that way every day? Often it is the small things!**

On a recent TDY that involved LONG flights, I had the opportunity to reread If Aristotle Ran General Motors by Tom Morris. It is an ethics book in disguise. Given the recent course of events in the DoD acquisition arena, I thought it was worth another look. Mr. Morris explores four foundations of human excellence: Truth, Beauty, Goodness, and Unity. As I read, I thought about how these ideals impact how we function in the contracting workplace. It was major WOW time—

**What makes us excel as an organization?  
Our people.**

Our workforce is the foundation of ACA's lasting excellence. To achieve great things, our folks need to feel satisfied at work, need to feel that work brings them happiness, need to have meaningful work, and need to feel the results of their efforts contribute to the greater good. (By the way, I need to feel this too—every day). How do the four foundations help us understand how to allow this to happen in the workplace?

**Truth:** We show respect for each other by asking for honest, sincere feedback. By sharing viewpoints we are able to better understand how what we perceive aligns with reality. Honest sharing eliminates the desire to latch onto gossip as a possible truth. It enables us to be part of a collaborative partnership where the whole is greater than the simple sum of the parts.

**Beauty:** The most energizing thing any of us can do is create an elegant solution to a problem no

**By now you are probably saying—  
enough!!! How does this effect how  
I feel in the workplace?  
By focusing on the small stuff.**

Consider this— What makes a difference is how we treat each other every day. It is our everyday manners. It is treating each other with respect. It is respecting each other for our individual differences. It is not being afraid to share viewpoints. It is your conduct in public and in private. This creates an atmosphere where folks feel that working together makes you proud of how you spend your days—that you are all doing something noble and significant—after all, we support the warfighter every day through contracting—we contribute significantly to the ability of those guys and gals out there at the forefront of the war on terrorism to do their mission and protect the nation.

I am proud to be part of this organization. I am gratified to be around such bright, talented, and energetic professionals. I am astonished daily with how we each strive mightily to get the job done. Thanks for all you do every day to protect the warfighter and this nation. HOOAH!!!

***“Supporting Soldiers through Contracting”***

## ACA Headquarters Update

### A-76 Update

By Thomas Watchko

Contract Policy Directorate, ACA HQ

The Army's A-76 Competitive Sourcing Program is beginning to "stir" again after what seems like a lengthy hiatus. The purpose of this article is to provide an update on some of the recent changes in the competitive sourcing arena that will affect how the Army implements the Office of Management and Budget (OMB) Circular A-76, Performance of Commercial Activities.

#### New Players.

The revised OMB Circular A-76 (May 29, 2003) created a new player called the Competitive Sourcing Official (CSO). The CSO is at the "agency" level and the Department of Defense (DoD) is defined as an "agency" in the revised Circular. The Deputy Under Secretary of Defense for Installations and Environment is the CSO for DoD. In order to delegate some of the CSO functions to each of the military services and defense organizations, DoD created the Component Competitive Sourcing Official (CCSO) in March 2004. The CCSO for the Army is the Assistant Secretary of the Army for Installations and Environment (ASA(I&E)). A year later in March 2005, the Army developed a Delegated Competitive Sourcing Official (DCSO) to handle functions that the CCSO is allowed to delegate. The DCSO for the Army is the Assistant Chief of Staff for Installation Management (ACSIM). However, the ACSIM is allowed to delegate all its DCSO functions to a General Officer or SES at the major command (or equivalent) level. Currently, U.S. Army Training & Doctrine Command, U.S. Army Human Resources Command, U.S. Army Corps of Engineers, and U.S. Army Installation Management Agency have requested and received the re-delegation of DCSO functions. No further delegation is permitted. DCSO functions include the following:

- Appoint competition officials (i.e., Agency Tender Official, Contracting Officer, Performance Work Statement Team Leader, Human Resource Advisor, and Source Selection Authority).
- Approve use of government furnished property, performance bonds, and award fees.
- Approve the extension of a solicitation closing date to accommodate submission of the Agency Tender.
- Make determinations regarding deficiencies in the Agency Tender.
- Ensure the conversion differential (i.e., the lesser of 10% of the Agency Tender's personnel costs or \$10M) is calculated into the "COMPARE" software when more than 10 DoD full-time equivalents are involved in the competition.

#### New GAO Protest Rule

On April 14, 2005, the Government Accountability Office (GAO) published a final rule in the *Federal Register* (Vol. 70, No. 71, pages 19679 - 19681) to amend GAO's Bid Protest Regulations by revis-

ing the definition of an interested party to permit the Agency Tender Official (ATO) in certain public-private competitions under OMB Circular A-76. The final rule also revised the definition of an intervenor to permit an ATO and an employee representative to intervene in certain protests involving public-private competitions under OMB Circular A-76. The effective date of this final rule was April 14, 2005. The revised rules provide standing only for competitions involving more than 65 full-time equivalents. In other words, the ATO does not have standing as an "interested party" and the ATO and an employee representative may not be an "intervenor" to GAO protests if the competition involves 65 or less full-time equivalents. Many questions remain unanswered concerning how the revised GAO protest process will work. Example: How will legal advice and representation be provided to the ATO and employee representative?

#### Revised Army A-76 Regulations

ACSIM published a second revision to AR 5-20, Competitive Sourcing Program, on 23 May 2005. This May 2005 edition supersedes the AR 5-20 that was published just a month earlier (20 April 2005). Make sure you have the latest revision of this regulation. The Department of Army Pamphlet (DA PAM) 5-20 is currently being revised by ACSIM.

#### DAU A-76 Courses

The Defense Acquisition University (DAU) has developed several courses focused on the OMB Circular A-76 Competitive Sourcing process. The following is a summary of DAU's current and proposed offerings:

- A-76 Competitive Sourcing Overview. This is an overview course that is available online as part of DAU's Continuous Learning Modules. This course provides an introduction to OMB Circular A-76 that implements the President's Management Agenda for competitive sourcing. The course discusses the FAIR Act and A-76 program concepts including the overall process, roles and responsibilities, legislation that affects DoD, and post competition accountability. Go to DAU's homepage ([www.dau.mil](http://www.dau.mil)) and click on "Continuous Learning" and then click on "Browse Continuous Learning Modules". Scroll down and click on "CLC037, A-76 Competitive Sourcing Overview". This course may be taken for credit (1.5 CLPs) or may be taken without getting credit. As you move through the course, you may opt to view the presentation at an executive-level or click on available links to expand the lesson into further details.
- A-76 Preliminary Planning. This course covers the nine steps of preliminary planning as outlined in OMB Circular A-76 (Attachment B, Public-Private Competitions, paragraph A, Preliminary Planning). The course includes project scoping; workload data, cost data and collection systems; market research; labor market research; and baseline costs. This course is not listed in DAU's catalog yet. It is scheduled to be offered five times over the next 12 months: October 24-28, 2005 (Dayton, OH); December 12-16, 2005 (Fort Belvoir, VA); February 13-17, 2006



(Dayton, OH); April 17-21, 2006 (Fort Belvoir, VA); and June 5-9, 2006 (Dayton, OH).

- **A-76 Acquisition Actions.** This course is under development and will be fielded later this summer. The course will include an introduction to A-76; acquisition roles and responsibilities; PWS development (e.g., data collection and analysis; data documentation; PWS writing style); Quality Assurance Surveillance Plan development; Solicitation development; and Source Selection process. The tentative schedule is as follows: August 8-12, 2005 (Fort Belvoir, VA); August 29-September 2, 2005 (San Diego, CA); September 12-16 (Randolph AFB, TX); October 3-7, 2005 (Huntsville, AL); October 24-28, 2005 (Fort Belvoir, VA); December 5-9, 2005 (Randolph AFB, TX); January 23-27, 2006 (Fort Belvoir).
- **A-76 Agency Tender Development.** This course is also under development and will be fielded later this summer. The course will include an introduction to A-76; Agency Tender development roles and responsibilities; Most Efficient Organization (MEO) data collection and analysis; costing policies and procedures; Agency Tender documentation; and representing the Agency Tender. The tentative schedule is as follows: July 25-29, 2005 (Randolph AFB, TX); August 22-26, 2005 (Dayton, OH); September 26-30, 2005 (Fort Belvoir, VA); October 31-November 4, 2005 (Fort Belvoir, VA); November 14-18, 2005 (Dayton, OH).

Except for the online overview course, ACSIM controls the Army slots for these A-76 courses. Prospective students or training POCs should coordinate with Mr. Dave Dengler (CALIBRE), ACSIM's Competitive Sourcing Division, (703) 601-0387 [DSN: 329]; e-mail: david.dengler@hqda.army.mil

### Summary

The hiatus is definitely over. DoD and the Army are beginning to start competitive sourcing competitions under the revised OMB Circular A-76. The biggest unanswered question for the contracting community is workload... how many competitions, what types, when, and where? I am working with ACSIM's Competitive Sourcing Division to get this information for the ACA Regions to support your planning requirements. Please contact me if you have any questions about this article or other aspects of the A-76 process.

## Contingency Contracting Directorate Update By COL Scott Risser Contingency Contracting Directorate

Our Army continues winning the global war on terrorism. Those of you who plan then provide contingency contracting support for our Army materially contribute to that victory, and we salute you. We in the contingency contracting directorate exist for only one reason – to provide you the doctrine, force structure, training, equipment, policy and planning guidance you need to perform

your vital duties. We thank you for your efforts supporting America's soldiers, and for keeping us safe.

### Transitioning Our Team

I wanted to take this opportunity to update you on several changes to my team over the past months. New arrivals include Ms. Kyoung Lee and COL Jacques Azemar.

Ms. Kyoung Lee joined our team on April 5 from the US Army Contracting Command, Korea. I asked Ms. Lee to champion the use of and publish guidance on the training and use of emergency essential Department of the Army (DA) civilian employees in contingency contracting.

COL Jacques Azemar graduated from the Army War College on June 11 and reported for duty on June 13 as COL Risser's replacement. COL Azemar's work directly for LTG Yakovac and MG Dunwoody, the Commanding General of the US Army Combined Arms Support Command (CASCOM), responsible to draft and staff an implementation plan establishing the Acquisition, Logistics and Technology (AL&T) Futures Center he will then lead. We anticipate this center assuming most contingency contracting missions, functions and positions from the ACA, as well as functions and positions from CASCOM, AMC and the Acquisition Support Center to perform duties similar to this ACA Directorate for the entire AL&T community.

The Contingency Contracting Directorate will also experience the departure of two highly experienced team members. Ms. Cherie Emerson, the Army's first contracting force design update specialist, departs the ACA effective July 11 to assume duties as an Army strategic planner on the Army G3 staff. Mr. John Bellizan departed the ACA effective June 10 to accompany his wife as she assumes an O6 Air Force Command in Omaha, Nebraska.

### Contingency Contracting Force Structure

Ms. Cherie Emerson worked billayers for both the AFSB and the contingency contracting force structures she drafted. We expect these packages to go back to the US Army Combined Arms Center (CAC) at Fort Leavenworth effective July 1. We thank you for your input, which helps us best meet the operational needs of our Army.

### Joint Initiatives

J4 continues final staffing of the DoDD and DoDI you helped develop on the subject of contractors supporting contingency operations. The Joint Theater Logistics Study asked the Army to lead development of Joint contingency contracting doctrine, using FM 100-10-2 ([Contracting Support on the Battlefield](#)) and the Army's contracting support plan concept as a model.

### Conferences and Workshops

Mr. John Bellizan and SGM Ethan Jones orchestrated the Army Contracting Agency's first contingency contracting conference, held April 20 – 22 in Orlando in conjunction with the ACA Transformation Conference. Their diligence provided a splendid forum where the 120+ attendees, plus nearly 200 ACA conference attendees in joint session with us, gained exposure to and insights from

GEN Griffin from AMC; LTG Christianson, Army G4; Ms Tina Ballard, DASA (P&P); BG (P) Johnson from the Army Field Support Command; and BG (Retired) Anderson from the Defense Acquisition University. The overwhelmingly positive feedback from attendees bears testament to their hard work.

COL Risser briefed the Acquisition Pre – Command Course (PCC) in Fort Lee, Virginia on April 15 about ongoing contingency contracting and contractors on the battlefield initiatives. PCC students expressed special interest in the AFSB and contracting force structure actions. COL Risser attended the Army Contracting Intern Workshop and participated in a panel discussion with more than 200 interns. The Army Contracting Intern Workshop was held in Dallas, Texas May 2-4. On May 19, Mrs. Sieber and COL Risser briefed 14 Army War College students on ACA and contingency contracting at the Carlisle Barracks.

Ms. Tina Ballard, DASA (P&P) selected COL Risser to participate as an Army panel member reviewing and scoring nominations for the Secretary of the Army Awards for Contracting Excellence. these prestigious awards in June. Ms. Ballard asked COL Risser to prepare her briefing for Army Field Support Command Commanders' Conference to be held June 13 - 14 at Rock Island Arsenal and to accompany her to the conference. The subject will include contingency contracting.

### Human Performance Psychology

By Michelle Currier

Review and Outreach Directorate, ACA HQ

The psychology of Human Performance studies how people can do whatever they do better or/faster as reported by C.S. Clarke. Most generally it has been used by "Human Resources" specialists to help management and employees learn new skills or improve current abilities. The primary tools of human performance improvement have been training and coaching. The primary issues in human performance of concern to business have been organization, productivity, efficiency, timeliness, cost-effectiveness and profitability. In considering the foregoing issues, psychologists and other specialist in the field have identified a number of specific skills or abilities that lead to success in business or career. One of which is Stress Management. The following checklist is of major stressors. C. S. Clarke states, "Constant daily experience with any one can cause sufficient disruption to account for the onset of physical stress symptoms. Check any three and you'd better keep a watch for immune system failures such as recurrent colds, "flu, and various stress-related infections. Check any five (especially if in the same category) and you had better take action to reduce your stressors.

- Job Stress: Unemployment, Fear impending unemployment, unhappy with work, unhappy with boss or organization, unhappy with co-workers, frustrated ambitions, under-rewarded, job "politics", too much/too little independence, too much or too little responsibility, numerous conflicting demands, too much or too little work.

- Money: Insufficient earnings, insufficient savings or retirement fund, large debt or over due bills, unable to get credit, cash flow difficulties, on fixed income.
- Spouse: Fighting & arguing with Spouse, physical abuse by spouse, intimidation by spouse, sexual dissatisfaction or sexless marriage, substance abuse, divorce or separation, unable to communicate with spouse about importance matters.
- Children: Insufficient child care resources, fighting and arguing, constant money struggles, disobedience and defiance in important matters, school difficulties, substance abuse dating, sex, pregnancy, and struggles over college plans.
- Environment: Noisy, disordered and disorganized, dangerous neighborhood or facilities, geographic convenience of work/home/shopping/school/friends, uncomfortable or unpleasant surroundings.
- Time/Task: Too much to do, tight schedule, too little to do, too much "waiting", too many things to do that are undesirable for unpleasant, too many things left undone.

### Defense Travel System (DTS) Implementation within the Army Contracting Agency (ACA)

By Karen Millward-Alston

Resource Management Directorate, ACA HQ



**Defense Travel System**  
A New Era of Government Travel

A memorandum issued by Ms. Valerie L. Baldwin, Assistant Secretary of the Army (Financial Management and Comptroller) on 13 Apr 2005, mandating the use of DTS for all travel claims at activities where DTS was deployed prior to Fiscal Year (FY) 05, became effective on 1 May 2005. At these locations manual travel vouchers are no longer authorized, and activities are responsible for ensuring that all travel authorizations and vouchers are processed through DTS.

#### How does this affect ACA?

At the time that DTS is deployed at an Army installation, ACA activities on that installation must also attend the systems training, establish the necessary organizations and codes in DTS, ensure all approving officials are trained and appointed in writing, and then provide training to all travelers on the use of DTS so that ACA employees can use DTS when the installation deploys. In FYs 04 and 05 DTS has been deployed in CONUS, but in FY06 it will also be deployed overseas. The full 05 and 06 deployment schedules can be viewed at <http://www.asafm.army.mil/fo/fod/dts/dts-wp/si/dsd.xls>.

**What are the benefits of DTS?**

Use of DTS will significantly reduce Army's travel administration costs. On the old, manual system, DFAS charges the Army \$34.00 per manual voucher compared to \$2.22 per DTS transaction. Army's goal is to reduce DFAS processing costs as much as possible to alleviate funding shortfalls in upcoming fiscal years. In addition, a traveler is able to make online airline, hotel, and rental car reservations, and view detailed per diem rates for lodging and individual meals. Once a voucher is filed, payment to the Bank of America travel card account as well as the traveler is made within a couple of days. The system keeps electronic records of receipts and travel vouchers and eliminates the need to fax travel orders back and forth for signature.

**What are other new features of DTS?**

The DTS website now has a link on the home page of <http://www.defensetravel.osd.mil> to the new DTS Travel Center website, where travelers and approving officials can find "how to" guides on preparing and canceling orders and vouchers, making reservations, and how to scan in receipts. Travelers can also use online web-based training for policies and procedures, practice using DTS with online help, or access the reference library and travel regulations and policies. Just look for this button below to access the Travel Center website, or visit it at <http://www.dtstravelcenter.dod.mil/>.

**Where does ACA stand?**

ACA usage of DTS is increasing, and 200 additional people have been added to the ACA DTS hierarchy within the past 12 months, bringing the current number of personnel in DTS to 830. However, not all of these people are using DTS yet, and some only to a limited capacity. It is vital to ACA and Army that ACA regions work to deploy DTS in a timely manner in line with Army's plan, and mandate 100% usage wherever possible after deployment. DTS usage is a DA monitored metric which is reported by Operating Agency to Ms. Baldwin's office at the tri-annual Joint Reconciliation Program reviews. ACA POC: Karen Millward-Alston, SFCA-RM, DSN 761-7568, [karen.millwardalston@us.army.mil](mailto:karen.millwardalston@us.army.mil).

**The ASSP for Beginners**

By Alex Kramer

Intern, Contract Policy Directorate, ACA HQ

Much of the Army's Contracting Intern program is focused on the mechanics and tools of the acquisition profession. Our classes and on-the-job training are intended to develop skills as a functional

contract specialist. We are likely to hear about larger initiatives and trends in the acquisition field, but often these changes in policy can seem abstract from the everyday training we receive.

The Army Service Strategy Panel (ASSP) is one recently developed process that bridges the greater policy objectives of the Department of Defense and the Army with the daily workings of the Contracting community. Originally developed in response to Congress' desire that DoD take a more strategic and integrated approach to the acquisition of services similar to the processes in place for major weapons systems, the ASSP is one of the ways in which senior Army leadership can review and facilitate the objectives laid out by Congress.

From an intern's perspective this is one of the times when we can see how our training relates directly to the greater objectives of Congress and the acquisition community's leadership. Having staffed and participated in several ASSPs, I have come to see the direct impact this process has on the course of an acquisition and how it directly relates to the work we are currently performing in the field. Along the way, each of us has probably worked on one or several service acquisitions developing market research, performance work statements, metrics, source selection plans, etc. Oddly enough, those are the documents and processes of the greatest interest to the Army's senior acquisition leaders.

Surprisingly, the larger issues considered in an ASSP are exactly the same as those raised during the course of most service acquisitions. How does the chosen strategy best fit the requirement? What are the current market conditions in a particular service industry? How will the Government measure and incentivize performance? The difference arises in the fact that acquisitions being reviewed are valued at over \$100 million or over \$500 million.

Given the amount of money involved, it follows that the Army's leadership takes a keen interest in those acquisitions going through the ASSP. The questions reflect that interest by touching on every aspect of the presented acquisition strategies, looking into the reasoning as well as the actual text of documents. The diverse backgrounds of the panel members and the variety of acquisitions previously reviewed help to ensure that each new strategy going forward represents the Army's commitment to obtaining the best services utilizing the acquisition tools most capable of meeting each customer's needs. As an intern, the ASSP represents one of the ways my work directly contributes to the greater goals set out by the Army's acquisition leadership.

**ACA Small Business Corner**

NRCC Sponsors Small Business

Fair and Training Conference

By Betty Gottschall

SADBU Associate Director (Acting), ACA NR

NRCC sponsored the Annual Hampton Roads Small Business Fair and Training Conference on May 5, 2005 in Hampton, Virginia.

Participating in the event were representatives from the Navy, Air Force, NASA, Corp of Engineers, Departments of Commerce and Labor, and Commonwealth of Virginia. The fair consisted of exhibits, matchmaking, and training for the 500 attendees. Over 140 contractors exhibited at the fair. Contractors were given the opportunity to meet with the Government representatives and to form team partners with other small businesses. Training was pro-



vided in marketing to Government agencies and understanding how to get registered for federal contracting opportunities.

## Service Disabled Veteran Owned Small Businesses Showcase Day at Aberdeen Proving Ground

By Pat Huber

### Aberdeen Proving Ground SADB, ACA NR

In order to expand participation of Service Disabled Veteran Owned Small Businesses (SDVOSB) Army procurement awards, the ACA Northern Region (NR) Aberdeen Proving Ground (APG) Small Business Specialist developed a Showcase Day concept. The intent of this innovative outreach program is to bring together contractors, requiring activities, and contracting personnel to exchange information regarding contractor capabilities and government contracting requirements.

The first SDVOSB Showcase Day was conducted 30 Jun 05, at the ACA/NR APG location. Five (5) firms were asked to provide the Small Business Specialist, Directorate of Contracting (DOC), Chief of Contracting and her staff, Directorate of Installation Operations and his staff, an overview of their construction capabilities. The audience learned of company history, past performance, technical expertise and bonding abilities of firms within the area who had not performed at APG in the past.

The Government team provided the SDVOSB firms with an overview of potential new endeavors and requirements in order to as-

sist the SDVOSB firms in becoming aware of forecasted procurement opportunities and the opportunity to consider whether to submit responsive proposals.

The outcome was rewarding for both sides of the team. Requiring activity personnel and the ACA APG DOC agreed to continue their efforts to identify potential near term projects that may be appropriate for performance by capable SDVOSB firms.

As a result of this initial SDVOSB Showcase Day and the positive interest of requiring activity participants, other service areas are being considered to acquaint the users and government officials with SDVOSB's. Specifically, the Showcase Day concept will be expanded to include services and technology SDVOSBs and focus on Army requirements associated with new capabilities or capabilities in short supply that will be required to support APG's operations in a post-BRAC environment.

This endeavor will assist in increasing awards to SDVOSB's in compliance with the Veterans' Benefit Act of 2003, PL 108-183. Although this is a great challenge, the DOC is adamant that ACA/NR, APG, proactively identify and educate SDVOSBs on federal contracting opportunities and concurrently improve our record of awarding contracts to America's Service Disabled Veteran Businesses to achieve and surpass the 3% Congressionally-mandated goal for contract dollars awarded.

## ACA Spirit

Let's show our ACA spirit!

By Dante Eubanks

### Graphics Support Contractor, ACA HQ

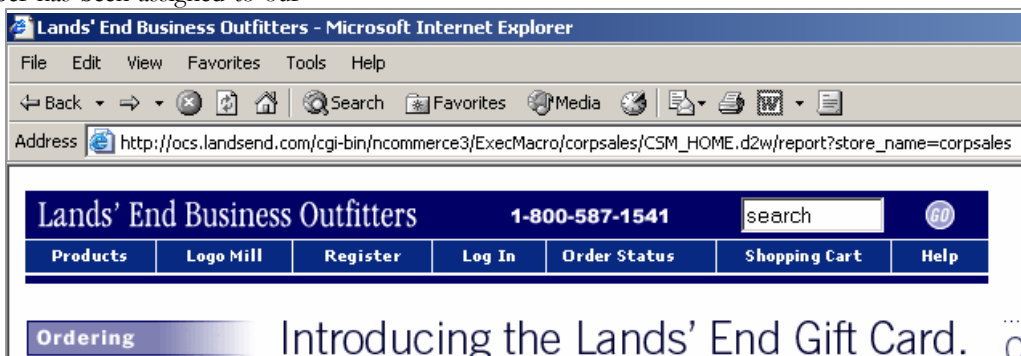
The ACA Logo Design is available for all Regions, DOCs, and Centers to have placed on items through Lands End Business Outfitters. Each office site will need to register with Lands End and setup an account which will identify your office only. This will allow everyone to place orders and your products will be delivered directly to your site.

During your registration process, you will need the following ACA Logo number: 0442131W. This number has been assigned to our logo and will not change. After registering, you will then be assigned a customer number which will identify your office. When placing orders, please order in mass quantities as there is a current application fee of \$8.80 per item. You need to order at least six items of the same fabric group. For example, if some want knit shirts and others want cotton, you will need to order at least six of each item or style so that the applica-

tion fee will remain at \$8.80.

Below is a captured view of the Lands End Business Outfitters website. The website is user friendly and products are easily accessible for review. Please use the link below to access the Lands End Business Outfitters website. Then click on the register tab to start the registration process. POC is Dante Eubanks at DSN 761-3334 or email at dante.eubanks@hqda.army.mil.

[http://ocs.landsend.com/cgi-bin/ncommerce3/ExecMacro/corpsales/CSM\\_HOME.d2w/report?store\\_name=corpsales](http://ocs.landsend.com/cgi-bin/ncommerce3/ExecMacro/corpsales/CSM_HOME.d2w/report?store_name=corpsales)



*"Supporting Soldiers through Contracting"*

## ***ACA Northern Region Update***

### **Fort Eustis DOC Provides Personal Touch in Supporting Americans in Iraq**

**By Jackie L. Benoit**

**Administrative Support Assistant, NRCC ACA NR**

On 3 February 2005, Ms. Terry Hyatt-Amabile, the Director of Contracting at Fort Eustis, VA organized her second "Boxes for Iraq" activity for both the Directorate of Contracting office and the Northern Region Contracting Center (NRCC). Employees were invited to donate items (i.e., snacks, candy, magazines, personal hygiene items, etc.) to be shipped to local soldiers in Iraq. Currently Leisa Belcher, a civilian from the NRCC is serving in Iraq as well as NRCC mission support team member Steven Blair's son. Everyone was invited to bring a brown bag lunch that day and help ready the boxes for shipment. It was fun for all and gave everyone a great sense of accomplishment. We were truly grateful to show our support for the soldiers serving our country.

### **West Point DOC and New Athletic Director on the same Team By Jeanette Carroll West Point DOC, ACA NR**

Providing superior customer service is the hallmark of a great organization. It is especially important in the always-changing environment of installation-level contracting- and what if that installation is also a major university? The ACA West Point Directorate of Contracting (DOC) at the United States Military Academy is a customer service organization and their biggest challenge is to convince their customers that although everyone may not work in the same building or serve the same leader, they do share the same objectives. Their goals and their customer's goals must be the same with an organizational structure that is seamless rather than delineated.

Being a customer service based organization should make partnering and good customer relations come naturally. Sometimes, however, there is resistance on the part of the leadership of some of their organizations to having "an outsider" trying to serve as a business advisor especially in the areas of negotiating and awarding their contracts. It has been a major goal to eliminate that resistance.

Recently, the USMA hired a new Athletic Director (AD). The previous AD was extremely resistant to the Director of Contracting and the DOC's desire to be "part of the team." Within the first two weeks of the new AD's arrival he set up "Listening Days-" a two week-long block of one hour briefings by all the activities within his organization. For instance, the head coach of football, with his entire staff, gave a briefing on what he believed his mission was, what his challenges were, what resources he needed to help him improve, and what opportunities the coach believed he had for increased successes.

Somewhat by error the DOC office learned about these briefings. They contacted the Chief of Staff of the athletic department and

asked to be included on the schedule. Although not technically on the AD's staff, nor even an activity within the athletic department, this might be the one opportunity to "get off on the right foot" with the new AD by convincing him that they were all part of the same team.

A period of lobbying with the AD's gatekeepers resulted in a briefing time assignment. This was show time. Once in front of the AD, following some background on the DOC organization and staff, plus some information about following the regulations and the need for competition, the briefing team expressed a heartfelt desire to make the AD feel comfortable in using the expertise, knowledge and experience of the DOC to make sound business decisions.

When the briefing was over, there was no indication what kind of reaction or impact the briefing was going to have on this new person. Did they hit a home run or strike out?

Part of the answer came when the Athletic Director agreed to serve as the Source Selection Authority for the recently awarded Army Football television requirement. He selected his senior staff as the source selection evaluation board for the multi-million dollar revenue generating agreement. He attended every oral presentation and all discussion/negotiation sessions. He asked for guidance from the contract specialist who is facilitating the source selection. His senior staff followed suit. The exchange of information and ideas is abundant. His questions definitely indicated that he is starting to understand that the DOC is an asset as opposed to a hindrance.

At almost the same time, the new AD submitted a request to the DOC to solicit a company to act as the athletic department's Direct Sales Program contractor. Once the requirement was submitted, he relinquished all responsibility for the success of the solicitation, negotiations and award of the requirement to the DOC. During a briefing on this with the AD, he said he had complete confidence in the DOC and when the time came for award, a good contractor would be selected.

To further illuminate this new teaming atmosphere, this morning came a phone call from the new athletic director. He needed advice on how to interpret a contract term. After listening to the response, he said, "Thanks, you just helped me make my first business decision."

### **Fort Drum New Pilot Site for Electronic Contract Payments By Dan Schwemmer DoD Joint Purchase Card Office**

Fort Drum Directorate of Contracting (DOC) has been nominated by Department of Defense as a pilot site for implementation of the Government Purchase Card C.A.R.E. ACCESS ON-LINE (AXOL). Among other new features, AXOL will enable activities to process electronic contract payments.

Under the traditional process, the DOC uses the government purchase card (payment card) to process a number of contract pay-



ments for Fort Drum activities/units each month. Although vendor payments by U.S. Bank are electronic, payment by DFAS to U.S. Bank for all monthly actions involving multiple lines of accounting (LOA) with the payment card requires an Excel spreadsheet to be manually prepared and sent to DFAS. These LOAs are manually typed in at DFAS from the Excel spreadsheet and then disbursed against a contract LOA.

This process takes time, creates opportunities for errors, and ultimately delays payments by DFAS to U.S. Bank, resulting in interest

penalties and lower rebates being earned by the Government. This new process will improve accuracy and will allow DFAS to pay U.S. Bank faster, resulting in virtually no interest penalties, with increased rebates being earned and paid back to the Installation.

As a result of this initiative, Ft Drum estimates that the file-turn time on the Payment Card account will be reduced from an average of 38.5 days to less than 25 days. This alone will result in an estimated \$5,000 in additional rebates/month based on a \$2 million monthly statement for Fort Drum.

## ***Information Technology E-Commerce & Commercial Contracting Center Update***



### **Voice Over Internet Protocol By Felice Gant, Information Technology Specialist, ACA ITEC4**

This is a summary of an article that was first published in Info Tech Talk, the National Defense University, Information Resources Management College

newsletter, dated Spring 2005, Volume 10, No. 2. <http://www.ndu.edu/irmc/learning/newletters/newletters.pdf/itt0503.pdf>

Voice over Internet Protocol (VoIP), also known as IP telephony and Internet Voice, is a technology that allows you to make telephone calls using a broadband Internet connection instead of a regular (or analog) phone line. VoIP uses the Internet Protocol (IP) to transmit voice as packets over an IP network. It can be achieved on any data network that uses IP, such as the Internet, intranets and local area networks. VoIP converts the voice signal from your telephone into a digital signal that travels over the network then converts it back at the other end so you can speak to anyone with a regular phone number.

VoIP has several advantages over traditional circuit switching systems: Integration of voice and data, integrated infrastructure that allows more standardization and lesser equipment management, and cost reduction, Inter-office trunking over the corporate intranet and Fax over IP.

#### **Potential issues and challenges**

Some potential issues and challenges especially in an enterprise environment are: interoperability, security, bandwidth management issues, the lack of directory services, and the lack of its ability to integrate with Emergency 911 call centers. Most of the problems with VoIP arise from the lack of a single standard being adopted by the software and hardware vendors.

#### **Military and Government Usage**

According to recent research conducted by World Wide Worx, more than 50% of the companies polled recently said they planned to use VoIP during 2005. VoIP is here and deployments are expanding. Some of the Federal Government agencies currently using

VoIP are: The Department of Commerce broadcasts live or canned messages in voice or text on each Cisco phone's LCD as well as over the public address system. The US Department of Treasury operates one of the world's largest networks, called TCS (Treasury Communications System).

Many military units in Iraq and Afghanistan are currently using VoIP. The flexibility and the speed of deployment and mobility seem to be the biggest advantage for the military. The Navy is currently testing VoIP as a transport for ship-to-shore voice and fax communications. We are going to see military, government and industry joining the real digital world and realizing the benefits of cost savings brought about by VoIP.

#### **Performance Metrics**

Several things should be considered when measuring performance metrics for VoIP: 1) Packet loss levels; 2) Delay; 3) Signal, noise and echo levels; 4) Call quality – such as latency and jitter; and 5) Configuration data for determining the cause of poor call quality. One should not overlook traditional metrics such as reliability, availability, scalability, cost, customer satisfaction and improved business processes.

#### **The Future**

The future of VoIP is very promising. By 2003, over 83 billion minutes of voice traffic was carried over IP. The economic and flexibility of this technology is allowing VoIP to become a major force among today's new technologies. According to Peter J. Howe, "Internet phone service opens the gates to a host of cutting-edge services that few people have at the office. Some of these services are one computer mailbox that will allow a customer to receive voice mail and e-mail, making phone calls from your laptop, and 'find me' and 'follow me' services that will ring your home, work, and wireless phones using one number."

Traditional phone service providers like AT&T are not the only providers of VoIP; Cable companies offer VoIP services also. Some emerging technologies in relationship to VoIP are instant messaging, drivers for VoIP, and standards that will drive the usage of VoIP. Long term trends include wireless VoIP (such as VoIP over Wi-Fi), open source VoIP technologies, and broadband user services. It will be a while before communications companies put VoIP in full usage because with any emerging technologies, hurdles have to be overcome.

## Conclusion

*VoIP promises to provide: 1) increased efficiency; 2) improved integration with other information technologies; 3) better opportunities in service and application innovation; and 4) cost savings..* Voice over IP is becoming a key driver in the evolution of voice communications. On 8 March 2005, the Federal Communications Commission (FCC), charged with regulating interstate and international communications by radio, television, wire, satellite and cable, issued an order that involved this technology. According to Commissioner Kathleen Q. Abernathy, "This [FCC] decision provides much-needed clarity regarding the jurisdictional status of Vonage's Digital Voice service and other VoIP services. By fencing off these services from unnecessary regulation, this Order will help unleash a torrent of innovation. Indeed, by facilitating the IP revolution, rather than erecting roadblocks, our [FCC] action will drive greater broadband adoption and deployment, and thereby promote economic development and consumer welfare."

Under this environment, telephone companies and other service providers are aggressively marketing new hardware, software, and other related services. The promises are for increased efficiency, improved integration with other information technologies, providing for new opportunities in service and application innovation, and eventually will replace existing legacy telephone services.

### Army Intern Workshop 2005 By Jackie Robinson-Burnette Intern Coordinator, ACA ITEC4



ITEC4 Team from L-R, Nonya Nichols, Jeri Justice, Alex Kramer, Nichole Karas, Kathy Stone, John Hildreth, Demetress Thomas, Intern Coordinator Jackie Robinson-Burnette. Present but not pictured -- Gail Lumer, Brenton Barefoot, ITEC4 DeputyDirector Stephen Carrano.

The ITEC4 Deputy Director, Intern Coordinator, and all nine interns packed bags and flew to the Intern Workshop on the morning of Monday, 2 May 05. Arriving in Dallas mid afternoon, we were full of excitement and ready to roll.

What an awesome week! Over 300 acquisition professionals attended. The workshop was a constant reminder of how immensely important it is that we replenish the Acquisition Workforce, replacing the retirees with the country's best and brightest college graduates. The week was jammed packed with opportunities to learn and network with top-level Army leadership. Interns were able to have lunch with and probe our General Officers, Field Grade Officers, SES civilians, PARCs, Directors of Contracting, Deputy Directors, Acquisition Career Managers, and leading Procurement Policy Personnel.

What amazed us most was how personable and available our leaders were, even at the highest levels. Interns learned how significant they are to the continued success of the Army Acquisition Corps, and how on-time procurement of the war fighter's needs equates to a successful Army and a safe country. Tina Ballard even urged the Interns to take the time to study the history of the country and the Army, to gain a broader perspective of the Acquisition Workforce's contribution.

It was a great week, and what we know for sure is that every intern learned how important it was to take control of their career progression, develop and write down goals, push for rotations and broadened experience, develop their public speaking skills, be professional, take on tough assignments – even contingency operations, and do it all with the right attitude.

### Award of General Fund Enterprise Business System (GFEBS) By Vera Davis Division Chief, ACA ITEC4



Ms. Donna Harris, Contracting Officer, and Mr. Stanley Mate, Director of Contracts, Accenture, with other members of the GFEBS team.

On 27 June 2005, the Information Technology, E-Commerce, and Commercial Contracting Center issued a "Best Value" Task Order for GFEBS under the Department of the Navy's Enterprise Software Initiative System Integration Blanket Purchase Agreement number N00104-04-A-ZF12 to Accenture LLP. GFEBS is a financial management system that will provide the Army and DoD relevant, reliable, timely and accurate financial information across the full spectrum of operations. Accenture will provide full life-cycle support services that will create an integrated general fund financial capability throughout each component of the Army (Active, Re-

serve and National Guard). This initiative will include the full life-cycle responsibilities for Business Process Reengineering (BPR) of the GFEBS requirement to include the identification of business process improvements with business case analysis to support change, planning and implementing BPR sessions, and preparation of BPR documentation as part of the proposed methodology. It also involves employing financial functional knowledge and Commercial -Off-The-Shelf Enterprise Resource Planning product knowledge

to develop creative solutions and employ "best financial business practices." GFEBS will have web-based operational, technical and system architectures. The project will consider all Army financial activities for the General Fund. The task order is fixed price with incentives, firm fixed price, time and material, and cost reimbursable (travel) features. The term of the order, including options, is ten years. The total life cost of the order is \$431 million.

## ***US Army Contracting Element Pacific Update***

### **Regional Contracting Office, Alaska Update**

**By Kurtis Kikkawa**

**Procurement Analyst, USACEP**



May was a busy month for personnel at the Regional Contracting Office, Alaska. After awarding 172<sup>nd</sup> Stryker Brigade Combat Team requirements, two contingency contracting officers (CCOs), Majors Daniel L. Furber and Mark W. Stone, stationed at Fort Wainwright, deployed with 172<sup>nd</sup> SBCT to Joint Regional Training Center (JRTC), Fort Polk, La. for training. Prior to their departure from JRTC, CCOs awarded addi-

tional requirements, assembled training packets and trained contracting officer's representatives (COR), and coordinated supplies and services required to facilitate the equipment movement from Port of Beaumont.

In the mean time, The 9th TSC Directorate of Contracting (DOC), Fort Belvoir, VA, deployed a team of five reservists led by Major Karen Coccio to Fort Richardson, Alaska, for two weeks annual training 16 May through 2 June 2005. This training was designed for team members to perform hand-on contracting and execute Early Entry Module (EEM). Other team members included Major Alok

Upadhyaya, Captain Lisa Hendrick, SFC Darryl Jackson, and SSG John Redmon. RCO-AK contract specialists assisted the reservists in awarding 16 contracting actions totaling \$2.3M. The team reviewed and refined Independent Government Cost Estimates (IGCE) for two major construction projects; coordinated with Defense Contract Audit Agency (DCAA) to obtain indirect rates which will be used to develop the Government's negotiation objectives; performed market research and conducted negotiations that resulted in savings of approximately \$100K; conducted various construction site visits; observed an Acquisition Strategy Plan Board between the two RCOs and ACA Pacific Region acquisition staff; and performed cost/price analysis to develop negotiation objectives.

The RCO-AK information technology team, John Terlaje, Lynne Marie Sullivan and Thomas Walton, and acquisition staff were further pressed with one week each of Pacific TNOSC, and Pacific LandWarNet Operations Center performing vulnerability and assessment testing against all USARAK systems, network scanning which slowed processing in PD2 and other windows applications; processing the utility script for database revision to SR03a from SR04 required to begin FPDS entry; and backing up the server data bases prior to migrating of the PRWeb/Acquiline and PD2 server for NETCOM compliance.

RCO-AK personnel at Forts Richardson and Wainwright took all the activities in stride and are working through eight months of DD 350 reporting while keeping our customers satisfied.

## ***ACA Southern Region Update***

### **Southern Region Contracting Center- East Awards Multiple Indefinite Quantity/Indefinite Delivery Contracts for CONUS Support Base Services (CSBS)**

**By Mr. Heven Ford  
Contracting Officer, SRCC-E**

The tragic events of September 11, 2001, required the U.S. Army to activate reserve units known as Reserve Component (RC) Garrison Support Units or Continental United States (CONUS) Support Base (CSB) Units to assist the Army in mobilizing and demobilizing other reserve and guard units to support the resulting Global War on Terrorism (GWOT). In order to permit these soldiers to return home the Army Installation Management Agency (IMA) and the

Army Contracting Agency-Southern Region Contracting Center-East (ACA-SRCC-E) teamed together to craft an acquisition strategy that would allow these critical services to continue using contract provided support. This acquisition strategy resulted in the award of seven (7) Indefinite-Delivery/Indefinite-Quantity (ID/IQ) contracts on November 12, 2004, to provide Continental United States Support Base Services. These contracts replace Garrison Support Units (GSU) and CONUS Base Service Units that have or will be released from active duty.

The CSBS contracts will ensure maximum flexibility in supporting current and future mobilization at the 16 Army Garrison Power Projection Platforms and Power Support Platforms. The CSBS contracts can also be used by any other Army Garrison that is supporting the mobilization and/or demobilization of reserve and



guard units. The contracts will support the following mobilization task areas: plans, training, mobilization, security, human resources, finance, material management and supply, administrative services, movements, equipment readiness and maintenance, billeting and facilities, and information management. The ACA-SRCC-E will administer the basic IDIQ contracts but the individual installation Directorate of Contracting Offices (DOC) will issue task orders. The CSBS contracts will be centrally funded by IMA and the task orders will be competed and awarded locally by the supporting Army Installation Contracting Office.

All seven CSBS contractors are small businesses and the awardees include 8(a), woman owned, small disadvantaged businesses, and service disabled veteran owned small businesses. The CSBS IDIQ contractors are Automation Precision Technology LLC, Eagle Systems and Services, Inc., Eagle Support Services Corporation, Logistics Solutions Group, Inc., Omega Training Group, Inc., Strategic Resources Inc., and The Logistics Company. The contracts were awarded for a one-year base period plus four additional one-year option periods. The program ceiling for the multiple IDIQ contracts is an estimated \$1.3 billion dollars.

There is currently a "stay of contract performance" against the CSBS awards pending resolution of a GAO protest. A GAO decision is anticipated by mid July 2005. Upon receipt of the GAO decision, the multiple IDIQ contracts should be available for use.

For additional information on this effort, contact Mr. Heven Ford, Contracting Officer, at 404-464-2779, or [fordh@forscom.army.mil](mailto:fordh@forscom.army.mil).

### **News from Fort Campbell By MAJ Tom Lippert Contingency Contracting Office Chief, Fort Campbell**

Fort Campbell's Deputy Director of Contracting, Mr. Carl Heckmann, served as the Master of Ceremonies (MC) for the annual "Installation Volunteer Awards Program" held the evening of 26 April 2005, with most of the Command Group in attendance. This annual event recognizes the hundreds of volunteers at Fort Campbell who save the installation literally of millions of dollars in donated labor each year (\$7.8 million in 2004). The Directorate of Contracting has benefited from the program by utilizing volunteers to perform various administrative tasks, such as filing, making copies, greeting customers, word processing, and tracking payment issues. The April ceremony marks Mr. Heckmann's 10th year of giving back to the program by serving in various capacities, including the MC and other roles. Commanding General Thomas Turner presented Mr. Heckmann with a "Two Star" Certificate and Division Coin for his years of dedicated participation.

MAJ Tom Lippert, Chief of Fort Campbell's Contingency Contracting Office (CCO), met with the PARC-Forces, Air Force COL Mary Cooper, in Camp Victory Iraq in April. MAJ Lippert discussed contracting procedures and lessons learned with the PARC and her staff. MAJ Lippert's trip also included visiting other contracting offices in Iraq and Kuwait.

Immediately following his return from Iraq, MAJ Lippert, eight of his team members as well as the Fort Campbell Director of Contracting, Ms. Leslie Carroll, and her deputy, Mr. Carl Heckmann, traveled to Orlando Florida. Here, the ACA hosted its first annual Contingency Contracting Conference. Two full days of guest speakers and social events earned much accolades as all were very well orchestrated.



**MAJ Lippert with Members of the PARC-Forces in Iraq**

Much attention at both the ACA conference and at home station surrounds the organizational changes in the contingency contracting structure. Just as the new transformed brigades at the 101st configure to their new format, the once added contracting officers at the brigade level are no longer authorized. Luckily, all contracting officers will remain in place through the unit's deployment and will continue to provide the great contracting support that the division has come to know and expect.



**Ms. Leslie Carroll, Ft Campbell Director of Contracting, with 101st CCOs at ACA Conference in Orlando**

The Contingency Contracting Office recently farewelled two of its most senior members. MAJ Kathleen Jacobson and family move on

to their new assignment in Fort Knox, KY and CPT Scott Feathers and family head north to Fort Monmouth, NJ. Both are veterans of Operation Iraqi Freedom and will be sorely missed in the halls of the Fort Campbell DOC. Thanks to both for years and many long hours of dedication and hard work.

In with the new comes MAJ Joe Paulin and family. Hailed from Fort Polk, LA, Joe, Juli and boys are not new to Fort Campbell, and hit the ground running as the newest Sustainment Brigade contracting family. Joe will get all the training and OJT he can before joining the division on their next rendezvous with destiny.

### **Modern Technology Unites Deployed Families By Christopher Reinhardt and Shannon Powell Ft. Stewart DOC**

During the second week of January 2005, representatives from the Rear G-6 section approached the Fort Stewart Directorate of Contracting (DOC) with an idea for a video teleconference (VTC) project that would link local high school graduations and the 3<sup>rd</sup> Infantry Division soldiers deployed in Iraq. Although Fort Hood had sponsored a similar project that coordinated nearly 30 high school graduations in one convention center with a consolidated VTC system for broadcast of a real time graduation to the 1<sup>st</sup> Cavalry Division soldiers deployed forward, Fort Stewart had neither the luxury of a central location for the graduations nor an extended period to accomplish the ambitious undertaking.

The Chief of the Business Operations Division, the Contracting Officer for Simplified Acquisitions, and a Contract Specialist began to tackle the requirement and consulted six potential sources by the first week of February. After an initial evaluation of capabilities, three companies were invited to tour the proposed sites for the VTC graduations, as well as a site that could be used for individual conferences between deployed parents and students.

Two technically sound proposals were received by March. On 24 March, the contract was awarded to Lambda Productions with Proximity as the VTC consultant and Vision Quest as the subcontracted electronics company. With two months left before the graduations and seven weeks before the proposed "one on one" VTCs, Proximity and Vision Quest began establishing the additional phone lines for the VTC link with the help of the local carrier, Coastal Communications. Continuous coordination began at the highest levels of military signal to establish a secure link with the military's DISA network for a test one month prior to the May 21 graduation and subsequent tests right up until the actual day of graduation.

On 19 May, Lambda Production staff, soldier "stagehands," Rear G-6 representatives, and school officials began to setup the football field for the first graduation with stages, podiums, two 12'X16' truck mounted television screens, two 8'X8' speaker towers, chairs, hundreds of feet of cable and four television cameras. In addition to the field, both school gymnasiums were also set up with equipment for a rain contingency. Lambda Production provided an onsite tractor-trailer generator that supplied all of the power for the event as well

as an additional tractor-trailer that served as the central broadcast center. Tests were conducted the night before the graduation to ensure connectivity and establish a good link for the 0830 graduation ceremony the next morning. Immediately following conclusion of the first ceremony at 0930, almost all of the setup was picked up and moved to a different location to accommodate a larger graduation for the 2000 ceremony. The entire set was disassembled and removed by 2400.

The collective vision and dedication of the Rear G-6 staff, the soldiers, Vision Quest, Lambda Productions, and the DOC team accomplished what seemed nearly impossible in 19 short weeks. The execution and impact of this event exceeded everyone's expectations. Local television, radio and newspapers as well as national broadcasts such as CNN and FOX NEWS aired clips of the graduations and hailed the success as a morale-boosting event for our soldiers in Iraq.



**High school graduate Darius Peterson III gives "thumbs up" to his deployed father, Major Darius Peterson. Photo courtesy of Pat Donahue of The Coastal Courier.**

### **Ft McPherson NCMA Chapter Conducts National Education Seminar By Sandra Mack Contracting Officer, SRCC-E**

The Ft McPherson National Contract Management Association (NCMA) Chapter conducted a one-day National Education Seminar (NES) entitled "Service Contracting, an Integrated Approach" on 30 March 2005. Ms. Carol Lowman, Director, Army Contracting Agency, Southern Region (ACASR), and Ms. Beverly Thomas, Chief, Contract Operations Division, ACASR facilitated the session. The audience included a mixture of 39 local contractors and government personnel.

The seminar was designed to give industry focus to Government processes, regulations, and issues. Specific emphasis was given to basic information relating to service contracting and applicable processes and practices. The facilitators provided a comprehensive overview of service contracting processes including: determining customer requirements; types of services; solicitation development;



performance assessment; federal supply schedules; financial issues; current legislation and regulations affecting service contracting; labor laws; and contracting for specialized services.

The Ft McPherson Chapter is planning a second NES later this summer on the topic of "Risk Management." Mr. Timothy Tweed, Director, Southern Region Contracting Center - East will facilitate the seminar.

### **Ft. Bragg DOC Representatives Host Education Briefings**

**By Lucinda Nance  
Ft. Bragg DOC**



On 18 May 2005, representatives from Fort Bragg's Directorate of Contracting (DOC) hosted an educational briefing for Fort Bragg's G-8 Budget Office. The briefing focused on Contracting and Government Purchase Card (GPC) policies and procedures as well as sharing future milestones for the DOC that would support customers in achieving their acquisition and GPC goals. The acquisition team representatives, Ms. Darlene Urguhart and Ms. Gloria Carr, described the different types of contracts and requirements to process each type of contract. The GPC team representatives, including Ms. Anne Talbot and Ms. Lucinda Nance, explained how payments are processed through the Customer Automated Reporting Environment (CARE) program, procedures for Resource Managers to request view access of GPC account activity, how interest penalties are calculated and much more. The briefing created a very positive working relationship between the DOC and the G-8 budget office.

### **Ft. Bragg DOC Represented at Marketplace 2005 By Umetria Thomas Ft. Bragg DOC**

The Small Business Specialists from the Fort Bragg Directorate of Contracting are on the move. On 31 May 31, Ms. LaNell Grissom and Ms. Umetria Thomas attended the statewide procurement conference, Marketplace 2005: Procurement Opportunities for Small Business. Marketplace is a reverse trade fair that gives small businesses an opportunity to meet with various federal agencies. Ms. Grissom and Ms. Thomas were two of approximately 50 federal, state and local government representatives in attendance amongst more than 600 small businesses. Ms. Grissom and Ms. Thomas look forward to attending more events and are collecting information in hopes of hosting an event for our office.

### **Ft. Stewart Completes Construction Projects Ft. Stewart DOC**

Ft Stewart recently completed two significant construction efforts as a result of contract awards executed by the Directorate of Con-

tracting. Mr. Terrence Johnson, Contract Specialist, awarded an order to Holman Construction out of Fort Valley, Georgia, for construction of a new Family Readiness Center. This project was the first effort awarded under Fort Stewart's construction basic ordering agreements, which were set-aside for small disadvantaged business concerns. The Family Readiness Center provides a central location for family members of deployed Third Infantry Division soldiers to get information and communicate with their deployed family members. The Center provides e-mail communication capabilities and play space for children while parents utilize the resources.



**Third Infantry Division Seal**



**Newly Constructed Family Readiness Center**

Mr. Johnson also awarded a design-build contract to TKC Communications, an Alaskan Native firm, for construction of a new Directorate of Emergency Services (DES) facility. The facility will house DES staff who provide emergency services for the installation and provide them with an up to date accommodations that replace the World War II temporary building they previously occupied.



**Newly Constructed Directorate of Emergency Services**

***"Supporting Soldiers through Contracting"***



## ***US Army Contracting Command Southwest Asia Update***

### **Army Contracting Agency, SWA –Kuwait's Change of Command Ceremony By LTC Patty Queen-Harper ACA SWA**

On June 29 2005, the Army Contracting Agency, SWA – Kuwait changed command from LTC John P. Hess to LTC David R. Pershing. Presiding over the ceremony was COL Mark Neumann, Commander, Army Contracting Agency, SWA. NCOIC for the ceremony was SFC Richard Evick.



**LTC John Hess takes the ACA SWA-Kuwait colors from SFC Richard Evick and prepares to pass them to COL Mark Neumann.**

The change of command ceremony was extremely well attended. Not only were the Soldiers, Airmen and Department of the Army Civilians of the Army Contracting Command SWA – Kuwait present, but the audience also included MG Urias, Commander, Joint Contracting Command - Iraq; COL Mary Cooper, Director of Contracting, Joint Contracting Command – Iraq; COL Ted Harrison, Director of Operations, Joint Contracting Command – Iraq; COL George Blackwell, Chief of Staff, Army Contracting Agency and both Area Support Group (ASG) Commanders, COL Brick Miller ASG Kuwait and COL Scott Lang 43<sup>rd</sup> ASG.

LTC John Hess took time to reflect upon his 2 years in command and the opportunity to thank all the dedicated professionals

responsible for his and the ACA SWA - Kuwait success. LTC Hess reflected upon the severe OPTEMPO and the gratification for his small but dedicated team members. He took pride knowing that ACA SWA – Kuwait obligated (in terms of dollars) more than double ACA Korea with only 20% of their staffing authorizations. He also indicated that for FY04, ACA SWA- Kuwait obligated (in terms of dollars) 8% of the ACA total while comprising only 1% of the ACA personnel. He stated “Workload has increased five-fold from pre-war levels increasing from \$177 million in FY02 to an expected \$1 billion plus this current FY while the prewar Army Contracting Agency SWA – Kuwait staffing level of 25 personnel has remained”. He further stated, “We have grown into the 14th largest buying command within the Army and have become much more than a typical installation contracting office”. ACA SWA – Kuwait has put into place contracts providing Theater level support (support for Iraq) such as: Heavy Lift IV, V, and VI, (Line-haul transportation contracts providing 75% or more of all lift/transportation assets for the Theater); Dining facility service contracts (to include prisoner feeding), Theater Class V Management, TASC support, and bottled water (as much as 55,000 cases of bottle water per day). LTC Hess concluded his comments by welcoming his replacement, LTC David Pershing and thanking his wife, Kathy Hess and his family for all of their support throughout his military career. LTC John Hess departs Army Contracting Agency – Kuwait to attend the Senior Service College.

LTC David Pershing arrived to the Army Contracting Agency SWA – Kuwait from the Defense Logistics Agency, as the former Deputy Chief of Equipment, Defense Supply Center Philadelphia. He took the opportunity to thank the great team of professionals at Army Contracting Agency SWA - Kuwait. He also thanked the MG Urias and his team for honoring Army Contracting Agency SWA - Kuwait with their presence. He especially thanked, COL George Blackwell for so proudly representing Ms. Sieber and all of the team members of the Army Contracting Agency. LTC Pershing pledged all of his energy and dedication to providing the Army Contracting Agency SWA – Kuwait team members with the solid leadership they so richly deserve. He committed to continue to uphold the tradition of excellence the Army Contracting Agency is so well known for.



***“Supporting Soldiers through Contracting”***

## ACA Awards, Honors, and Recognition



### ACA Wins 7 Awards at the National Veterans Small Business Conference and the Army Installation of Ms. Carol Lowman to Senior Executive Service By Steve Hunnicutt Chief of Staff, ACA SR

Ms. Carol Lowman, Director, Army Contracting Agency, Southern Region, was formally inducted into the Senior Executive Service (SES) on 11 May 2005. The event was hosted by Ms. Sandra Sieber at the Ft McPherson Commons. During

the ceremony, Ms Sieber presented Ms Lowman with the SES Certificate of Appointment. Also assisting was the Garrison Sergeant Major, SGM Hall, who participated in the presentation of the SES Flag and posting of the Colors. Ms. Sieber, Ms. Lowman and her family welcomed over 100 attendees with refreshments after the ceremony.



### ACA Intern Achieves Level I Certification in Information Technology By Robert Crutchley Operations Division Chief, ACA ITEC4

Ididiongabasi Ifon is presented her Level I certificate in the functional specialty of Information Technology by Mr. Stephen Carrano, Deputy Director, ITEC4 (pictured left). Ms. Ifon received her certificate while completing a rotational assignment at ITEC4 from Headquarters, ACA

### Small Business Associate Director Meeting By Ms. Betty Gottschall and Ms. Suellen Jeffress SADBUs Associate Director (Acting), ACA NR and SADBUs Associate Director, ACA HQ

#### National Veterans Small Business Conference

The National Veterans Conference was hosted by U.S. Department of Veterans Affairs, DOD and the Army. The conference was attended by over 500 people and included over 100 exhibits. The main objective of the conference was to extend the government's support and assistance to both veteran and service-disabled veteran-owned small businesses (SDVOSB). The President's executive order and the strategic plans from various government

agencies were discussed during the conference. Each strategic plan included methods, such as outreach and training, to be utilized in obtaining and eventually exceeding the statutory goal of 3%. Various panels were conducted to include: Mentor-Protégé Program (SDVOSBs are now eligible to be Protégés); subcontracting with large businesses; Veterans Resources; Ethics; marketing to DOD; and teaming and joint ventures. A common thread of information presented to the contractors present was that the new set-aside for SDVOSBs was not a guarantee of a contract award, but a tool to assist government agencies in awarding contracts to SDVOSBs that have the skills and experience to perform customer requirements.

The following six (6) ACA activities were presented with the Department of Veterans Affairs *Champions of Veterans Enterprise Award* for accomplishments in meeting or exceeding the 3% Congressionally-mandated goal:

Southern Region: Ft. Jackson

Northern Region: CDCC, Ft. Belvoir  
CDCC, A.P. Hill  
CDCC, Arlington Cemetery  
CDCC, NDU  
USMA

#### Army Small Business Associate Director's (AD) Meeting

Ms. Tracy Pinson conducted the AD meeting. The first half was focused on working on the DA Small Business Strategic Plan. The AD's were divided into groups to review the draft vision, mission statement and overall strategic plan. DOD has not yet finalized their Small Business strategic plan.

At this meeting, the ACA was awarded the *Department of Army 2004 Award of Excellence* for its *Women Owned Small Business* achievements.

Mr. Tim Foreman, from the Office of the Secretary of Defense Small and Disadvantaged Business Utilization, presented some proposed legislation for FY 06, which will include eliminating the Small Business Demonstration Program (construction and vessel repair are included in the program) and changing the Small Business office title from SADBUs to Office of Small Business Programs.

Future legislation issues discussed included: a test program whereby several set-asides are conducted simultaneously on a single acquisition (i.e., acquisitions could be set-aside for 8(a), SDVOSB, and Hubzone all at the same time); adding a price evaluation to SDVOSB in order to accelerate achieving the 3% SDVOSB goal; Senate confirmation of nominations for the DOD Director of Small Business position; a tiered approach to small business (i.e. small, medium and large small business program); reformatting the DD 2579 Small Business Coordination Record form with the contracting officer signing first, followed by the Small Business Specialist and the SBA Procurement Center Representative and including GSA orders. Also, a rewrite is in process for the Benefit Analysis Guidebook (for bundling and consolidation reviews; potential reduction to only 20 pages) and a study is



on-going as to how much work is actually performed by 8(a) firms for contracts awarded to these businesses. Mr. Foreman said that there probably won't be Alaskan Native Corporation (ANC) legislation for approximately two years in view of the current GAO investigation. He reminded us that GAO worked for Congress and the ANCs have some strong support in Congress. He also stated that the ANCs were covered by statute.

Each DA SADB program manager reported status on their programs, i.e. women-owned, hubzone, etc. It was requested that some of the Small Business conferences be combined to save travel money. Everyone was invited to provide problems they were having to Ms. Pinson. Issues identified included shortage of personnel and money, lack of support from leadership and having someone other than the DOCs be the part-time small business specialist to do the hands-on work.

Overall, the conference was well presented and provided information both to contractors and small business personnel. The AD meeting was outstanding and more meetings were requested.

**Retirement of Director,  
Southern Region Contracting Center – West  
By Ms. Deanna Ochoa  
SRCC-W Contracting Officer, ACA SR**



Mr. Lawrence Roberts, Ft Sam Houston, retired from his position as Director of the Southern Region Contracting Center - West (SRCC-W) after more than 43 years of federal service, military and federal civilian. He began his civil service career in October 1983 and served as Contract Specialist, Chief ADPE Branch, Chief Services Branch and Chief Contracting Division prior to being selected as the Director of Contracting, Fort Sam Houston TX, in August 1987. He became the Director of the SRCC-W in 2003. He has been a Level III Certified Acquisition Corps member and a senior contracting official since 1994. Ms. Toni Gaines, Deputy Director of the ACA - Southern Region was on hand to present Mr. Roberts with a Superior Civilian Service Award upon his retirement ( pictured above). He leaves a legacy in the Fort Sam Houston contracting community that will be difficult to emulate. We all wish Mr. Roberts the very best in his retirement and future endeavors.

**Mary Pat Shanahan Wins Prestigious  
GSA Ida Ustad Award for  
Excellence in Acquisition  
By Joe Myers  
Procurement Analyst, ACA NR**

Mary Pat Shanahan, Supervisory Contract Administrator at the Army Reserve Contracting Center's Coraopolis Satellite Office,

supporting the 99th RRC, has been selected to receive the Ida Ustad Award for Excellence in Acquisition. This award, sponsored by the General Services Administration, is open to all employees in the 1102 series throughout the government, not just the Department of Defense. This annual \$5000 award recognizes an individual employee whose actions demonstrate or embody the concept of "contract specialist as business leader/advisor." Candidates for this award were judged on the following criteria:

1. Instituted innovative approaches which have lowered prices and/or improved the quality of performance the Government receives from its contractors.
2. Served as business advisor/leader, focusing on both the customer and the market and bringing the two together effectively.
3. Commitment to professional development both organizationally and personally.
4. Accomplishments resulted in substantial small business participation.

Mary Pat was presented with the award on 8 June 2005 at an awards luncheon at the Federal Acquisition Conference and Expo at the Washington DC Convention Center, Washington DC.

The Ida Ustad Award for Excellence in Acquisition honors Ida Mae Ustad, Deputy Associate Administrator for Acquisition Policy in the Office of Government-Wide Policy, General Services Administration, who died 29 November 1999 in Rockville, Maryland. She earned a well-deserved reputation throughout the Federal Government and with private industry for providing expert acquisition and procurement advice. This annual \$5000 award recognizes an individual Government employee whose actions demonstrate or embody the concept of "contract specialist as business leader/advisor."

**NTC Logistics Support Contractor Receives  
California's Employer of the Year Award  
By Diane House  
Support Division Chief,  
NTC Acquisition Command, ACA SR**

Fort Irwin's National Training Center (NTC) Acquisition Command, places great emphasis on partnering with prime contractors to promote employment of veterans, and is pleased to share good news regarding Vinnell Corporation, who provides Logistics Support Services for the NTC and Fort Irwin.

Vinnell Corporation's Project Manager, Mr. Dave Booze, received the 2005 Governor Arnold Schwarzenegger's Veterans Employer of the Year Award at an awards ceremony held in City of Industry, California on 6 May 2005. The California Employment Development Department (EDD) and the California Employer Advisory Council (EAC) hosted the awards program to recognize exemplary employers for their practices in hiring and supporting our nation's distinguished veterans. The company asserts a proactive commitment to hiring veterans and this practice has been great for suc-



cessful business operations. Vinnell's veteran population represents close to one-half of their total employee population base or 217 veterans (employed on average) who possess highly effective military experience, unmatched skill level training, leadership diversity, and work maturity. Outreach and recruitment are directed to military organizations, veteran representatives and veteran service organizations. The company is supportive of upward mobility and provides ample opportunities for advancement to veterans.

Mr. Matthew House, Contracting Officer at the NTC Acquisition Command applauds Vinnell's initiatives as patriotic and prudent in the area of sustaining this nation's veterans through employment. Congratulations Vinnell Corporation!



**Mr. Matthew House, NTC Acquisition Command Contracting Officer (left) congratulates Mr. Dave Booze, Vinnell PM (right)**

### **Fort Bragg Contract Specialist Receives Commander's Award for Civilian Service**

**By Darlene Urguhart  
Ft. Bragg DOC, ACA SR**



On 8 June 2005, Mr. Joseph Colantuono, Fort Bragg Contract Specialist, received a Commander's Award for Civilian Service for his contributions for 2D Brigade, 82D Airborne Division. Mr. Colantuono was responsible for purchases totaling in excess of \$2.5 million during the period July 2004 – April 2005. Mr. Colantuono utilized both his contracting and logistics expertise to expedite requirements in support of 2D Brigade operations. Of special note was Mr. Colantuono's efforts in support of the procurement of custom-made weapons cages to store weapons with advanced optics and accessories. Mr. Colantuono researched the security requirements and facilitated DoD certification of the cage design. The Fort Bragg Acting, Chief of Staff, COL David Quantock, also presented Mr. Colantuono with a Commander's coin for his outstanding support to 18<sup>th</sup> Airborne Corps

units deploying in support of Operation Enduring Freedom (OEF) and Operation Iraqi Freedom (OIF).

### **Remembering ACA Northern Region Colleagues Serving Overseas**

**By Joe Myers  
Procurement Analyst, ACA NR**

During this time of military actions around the world, remember our fellow military and civilian contracting and contingency contracting people- from all of the military services and civilian agencies - currently serving in Afghanistan, Iraq, and other overseas locations. Tom Kennedy from the Directorate of Contracting at West Point recently returned from duty with Task Force Bravo in Honduras. Leisa Belcher from Northern Region Contracting Center at Ft. Eustis is still serving in Iraq, MAJ Rusty Dooley who left Ft. Drum for Iraq last January, Doug Packard, ACA NR deputy director, who left for Iraq in April and LTC Daniel Perotta, ARCC who arrived in Iraq in May.

### **Fort Lewis Employees Receive Awards.**

**Jeannie Hoffman  
Procurement Analyst, ACA NR**

Maria De L. Santiago and Jeannie Hoffman were awarded "The NIB/NISH Partner in Excellence Award" from the Seattle Lighthouse for the Blind for 2004. They were also were awarded a cash award from 1SFG(A) for their support during FY-04.

In addition, the CI Division, of which their office is a part, was awarded the Employee Group of the Quarter for 4th Quarter 2004. They have also received several "Blue Chip" awards, DOC awards for their support to different missions, individuals, and/or organizations at Fort Lewis.

### **Ft. Riley DOC Employee of the Quarter Ft. Riley DOC**

Mrs. Ronnie Keys, Contract Specialist, was recently named Army Contracting Agency Ft Riley Directorate of Contracting Employee of the Quarter for 2nd Qtr, FY05. Mrs. Keys was nominated by several of her peers. She is commended for her exceptional professionalism in training new Contract Specialists in Commercial Acquisition. Her exceptional patience and willingness to answer questions and assist with problems has increased productivity and the quality of awards for commercial acquisitions. She has the ability to get the job done and still maintain a courteous demeanor, even when working with the most difficult suppliers and customers. She strives for the most efficient method of meeting customer requirements. She is definitely a "go to" person who is reliable and dedicated to the Fort Riley and Army Contracting Agency Northern Region mission. In recognition of this award, Mrs. Keys receives a cash award, a time off award, a certificate of commendation, her photograph placed in the ACA lobby, use of the employee of the quarter parking space, and a nomination for the Garrison Commander Blue Chip Award.

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